



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **ASSOCIATE GOVERNMENTAL PROGRAM ANALYST**

**\$3,915 - \$4,759**

**LICENSING SERVICES DIVISION  
SACRAMENTO**

### **RESPONSIBILITIES:**

Under direction of the Licensing Services Division Chief, the incumbent will be responsible for assisting in the execution of the established objectives of the Licensing Services Division; assisting agents and brokers with complaints; developing and assisting with initiatives aimed at streamlining Producer Licensing Bureau's operations; assisting the Division Chief with the development of the Division's budget and monitoring expenditures; directing coordination with the Office of the Ombudsman to resolve Licensing Services Division issues that have been given to the Executive Office; providing input to the Licensing Services Division Chief and the Producer Licensing Bureau Chief on matters relating to agent, broker, insurance company and provider concerns for overall customer service; and special projects as assigned.

### **DESIRABLE QUALIFICATIONS:**

- Ability to take initiative and work independently.
- Excellent customer service and communication skills, both verbal and written.
- Strong analytical and problem solving skills.
- Excellent interpersonal skills and demonstrated ability to develop effective working relationships with the public and departmental employees.
- Good organizational skills;
- Ability to handle multiple tasks concurrently.

### **WHO MAY APPLY:**

Applications will be accepted from current State employees at the Associate Governmental Program Analyst level, those within transfer range, or individuals who have list eligibility. All applications will be reviewed; however, only the most qualified candidates will be interviewed. State employees currently on SROA lists or employed by a surplus department are encouraged to apply. ***Applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, transfer, list eligibility, and reinstatement) on the State application.***

### **APPLICATION PROCEDURE:**

Send a completed standard State of California application to Shari Yamamoto, Department of Insurance, Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Please indicate "AGPA, #145-5393-XXX" on the State application.** For additional information, please call (916) 492-3418.

**FINAL FILING DATE:**      **May 18, 2001 until filled**

**NOTE:**      **Interested individuals, including list eligibles, must submit an application in order to be considered for this position.**

**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

sp05/08/01